

EXHIBIT 3

Disaggregated UNE-Loop Data for May through September 1999

May Loop

NEW YORK

NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through	18.32	383	2090
UNE % Flow Through Simple	20.69	383	1851
UNE % Flow Through Complex	0.00	0	239
UNE Completion Notification - Average Response Time	0.00	62	2737
UNE Completion Notification - % On Time	100.00	2737	2737
UNE Submission per Order Ratio	1.23	2274	1849

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	1.53	43342	383
% Order Confirmation within 2 Hrs	98.43	377	383
Average Reject Response Time	0.00	27	74
% Reject within 2 Hrs	100.00	74	74

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	36.05	3081277	1423
% Orders Confirmed within 24 Hrs	58.46	832	1423
Average Reject Response Time	44.42	649001	242
% Reject within 24 Hrs	43.80	106	242

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	36.53	99564	45
% Orders Confirmed within 72 Hrs	77.77	35	45
Average Reject Response Time	26.14	20456	13
% Reject within 72 Hrs	84.61	11	13

UNE SPECIAL SERVICES:

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	34.24	107330	52
% Orders Confirmed within 48 Hrs	78.84	41	52
Average Reject Response Time	0.00	0	0
% Reject within 48 Hrs	0.00	0	0

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	46.30	8369	3
% Orders Confirmed within 72 Hrs	100.00	3	3
Average Reject Response Time	3.53	233	1
% Reject within 72 Hrs	100.00	1	1

UNE POTS COMPLEX SERVICES

Electronically Received

Average Order Confirmation Response Time	37.32	414376	184
% Orders Confirmed On Time	82.60	152	184
Average Reject Response Time	21.55	43379	33
% Reject on Time	90.90	30	33

June Loop

NEW YORK

NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through	13.90	288	2071
UNE % Flow Through Simple	17.01	288	1693
UNE % Flow Through Complex	0.00	0	378
UNE Completion Notification - Average Response Time	0.00	68	3271
UNE Completion Notification - % On Time	100.00	3271	3271
UNE Submission per Order Ratio	1.24	2309	1864

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	8.49	152381	288
% Order Confirmation within 2 Hrs	94.09	271	288
Average Reject Response Time	0.05	489	90
% Reject within 2 Hrs	98.88	89	90

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	42.29	3482238	1366
% Orders Confirmed within 24 Hrs	51.09	698	1366
Average Reject Response Time	34.29	515245	249
% Reject within 24 Hrs	50.60	126	249

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	77.51	182188	39
% Orders Confirmed within 72 Hrs	84.61	33	39
Average Reject Response Time	37.19	17911	8
% Reject within 72 Hrs	87.50	7	8

UNE SPECIAL SERVICES:

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	31.06	82100	44
% Orders Confirmed within 48 Hrs	77.27	34	44
Average Reject Response Time	22.00	2640	2
% Reject within 48 Hrs	100.00	2	2

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	62.41	3761	1
% Orders Confirmed within 72 Hrs	100.00	1	1
Average Reject Response Time	0.00	0	0
% Reject within 72 Hrs	0.00	0	0

UNE POTS COMPLEX SERVICES

Electronically Received

Average Order Confirmation Response Time	39.02	779953	333
% Orders Confirmed On Time	85.58	285	333
Average Reject Response Time	38.57	65425	28
% Reject on Time	85.71	24	28

NEW YORK**NEW YORK UNE**

	Prod	Num	Denum
UNE % Flow Through	15.75	970	6156
UNE % Flow Through Simple	20.28	968	4773
UNE % Flow Through Complex	0.14	2	1383
UNE Completion Notification - Average Response Time	0.00	109	4954
UNE Completion Notification - % On Time	100.00	4954	4954
UNE Submission per Order Ratio	1.43	7740	5411

UNE POTS SERVICES:***Mechanized Orders:***

Average Order Confirmation Response Time	1.53	109221	968
% Order Confirmation within 2 Hrs	95.66	926	968
Average Reject Response Time	0.10	3676	358
% Reject within 2 Hrs	97.76	350	358

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	30.42	6687882	3630
% Orders Confirmed within 24 Hrs	58.70	2131	3630
Average Reject Response Time	30.44	1331584	722
% Reject within 24 Hrs	56.64	409	722

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	31.54	334963	175
% Orders Confirmed within 72 Hrs	84.57	148	175
Average Reject Response Time	34.37	118410	57
% Reject within 72 Hrs	84.21	48	57

UNE SPECIAL SERVICES:***Mechanized Orders:***

Average Order Confirmation Response Time	95.32	11463	2
% Order Confirmation within 2 Hrs	0.00	0	2
Average Reject Response Time	0.00	0	0
% Reject within 2 Hrs	0.00	0	0

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	36.38	615562	280
% Orders Confirmed within 48 Hrs	70.35	197	280
Average Reject Response Time	38.42	20898	9
% Reject within 48 Hrs	88.88	8	9

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	38.00	18239	8
% Orders Confirmed within 72 Hrs	87.50	7	8
Average Reject Response Time	0.00	0	0
% Reject within 72 Hrs	0.00	0	0

UNE POTS COMPLEX SERVICES***Electronically Received***

Average Order Confirmation Response Time	31.23	2058016	1093
% Orders Confirmed On Time	85.36	933	1093
Average Reject Response Time	20.50	265041	212
% Reject on Time	91.50	194	212

August Loop

NEW YORK

NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through	16.96	1583	9331
UNE % Flow Through Simple	19.78	1581	7990
UNE % Flow Through Complex	0.14	2	1341
UNE Completion Notification - Average Response Time	0.00	293	8234
UNE Completion Notification - % On Time	100.00	8234	8234
UNE Submission per Order Ratio	1.29	11259	8720

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	0.29	45190	1581
% Order Confirmation within 2 Hrs	99.55	1574	1581
Average Reject Response Time	0.10	3828	400
% Reject within 2 Hrs	98.25	393	400

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	23.03	8652383	6255
% Orders Confirmed within 24 Hrs	71.62	4480	6255
Average Reject Response Time	23.28	1225957	871
% Reject within 24 Hrs	67.50	588	871

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	36.37	338289	154
% Orders Confirmed within 72 Hrs	81.16	125	154
Average Reject Response Time	35.06	136890	65
% Reject within 72 Hrs	86.15	56	65

UNE SPECIAL SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	67.42	8124	2
% Order Confirmation within 2 Hrs	0.00	0	2
Average Reject Response Time	0.00	0	0
% Reject within 2 Hrs	0.00	0	0

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	31.16	364027	194
% Orders Confirmed within 48 Hrs	77.31	150	194
Average Reject Response Time	26.07	9402	6
% Reject within 48 Hrs	83.33	5	6

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	31.16	9382	5
% Orders Confirmed within 72 Hrs	100.00	5	5
Average Reject Response Time	0.00	0	0
% Reject within 72 Hrs	0.00	0	0

UNE POTS COMPLEX SERVICES

Electronically Received

Average Order Confirmation Response Time	45.06	3084646	1140
% Orders Confirmed On Time	75.61	862	1140
Average Reject Response Time	27.22	599290	365
% Reject on Time	89.31	326	365

NY Sep-99
Loop Ordering Metrics

NEW YORK	Prod	Num	Denum
UNE Loop			
UNE % Flow Through Total	17.35	1587	9146
UNE % Flow Through Simple	19.75	1587	8035
UNE % Flow Through Complex	0.00	0	1111
UNE % Reject Total	18.90	1675	8859
UNE % Reject Simple	16.04	1285	8009
UNE % Reject Complex	45.88	390	850
UNE Completion Notification - Average Response Time	0.0000	291	8410
UNE Completion Notification - % On Time	100.00	8410	8410
UNE Submission per Order Ratio	1.24	10945	8859
UNE POTS SERVICES:			
<i>Mechanized Orders:</i>			
Average Order Confirmation Response Time	1.05	100425	1587
% Order Confirmation within 2 Hrs	99.30	1576	1587
Average Reject Response Time	0.21	6488	508
% Reject within 2 Hrs	97.63	496	508
<i>Electronically Received Non-Mechanized Orders < 10 Lines</i>			
Average Order Confirmation Response Time	16.37	6226855	6336
% Orders Confirmed within 24 Hrs	87.56	5548	6336
Average Reject Response Time	17.70	760631	716
% Reject within 24 Hrs	75.27	539	716
<i>Electronically Received Non-Mechanized Orders ≥ 10 Lines</i>			
Average Order Confirmation Response Time	32.01	215159	112
% Orders Confirmed within 72 Hrs	89.28	100	112
Average Reject Response Time	38.77	141914	61
% Reject within 72 Hrs	91.80	56	61
UNE SPECIAL SERVICES:			
<i>Electronically Received Non-Mechanized Orders < 10 Lines</i>			
Average Order Confirmation Response Time	33.21	191347	96
% Orders Confirmed within 48 Hrs	77.08	74	96
Average Reject Response Time	35.56	34147	16
% Reject within 48 Hrs	75.00	12	16
<i>Electronically Received Non-Mechanized Orders ≥ 10 Lines</i>			
Average Order Confirmation Response Time	24.74	13364	9
% Orders Confirmed within 72 Hrs	100.00	9	9
Average Reject Response Time	0.00	0	0
% Reject within 72 Hrs	0.00	0	0
UNE POTS COMPLEX SERVICES			
<i>Electronically Received < 10 Lines</i>			
Average Order Confirmation Response Time	60.06	3625758	1006
% Orders Confirmed On Time within 72 Hrs	62.52	629	1006
Average Reject Response Time	30.38	681944	374
% Reject on Time within 72 Hrs	89.03	333	374

EXHIBIT 4

Disaggregated UNE-Platform Data for May through September 1999

May Platform

NEW YORK NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through Simple	55.89	14065	25165
UNE Completion Notification - Average Response Time	0.00	1362	34786
UNE Completion Notification - % On Time	100.00	34786	34786
UNE Submission per Order Ratio	1.03	24926	24091

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	1.30	1262004	14065
% Order Confirmation within 2 Hrs	97.28	13683	14065
Average Reject Response Time	0.37	22655	611
% Reject within 2 Hrs	89.52	547	611

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	36.29	24298480	11099
% Orders Confirmed within 24 Hrs	65.27	7245	11099
Average Reject Response Time	36.43	1449798	658
% Reject within 24 Hrs	66.71	439	658

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	108.19	6499	1
% Orders Confirmed within 72 Hrs	0.00	0	1
Average Reject Response Time	0.00	0	0
% Reject within 72 Hrs	0.00	0	0

June Platform

NEW YORK

NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through	55.26	23201	41979
UNE % Flow Through Simple	55.26	23201	41978
UNE % Flow Through Complex	0.00	0	1
UNE Completion Notification - Average Response Time	0.00	2102	57006
UNE Completion Notification - % On Time	100.00	57006	57006
UNE Submission per Order Ratio	1.04	43243	41551

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	0.27	627569	23201
% Order Confirmation within 2 Hrs	98.06	22753	23201
Average Reject Response Time	4.57	419962	1413
% Reject within 2 Hrs	72.89	1030	1413

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	17.50	20097481	18776
% Orders Confirmed within 24 Hrs	81.36	15278	18776
Average Reject Response Time	14.38	1027102	1170
% Reject within 24 Hrs	85.12	996	1170

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	73.07	4387	1
% Orders Confirmed within 72 Hrs	0.00	0	1
Average Reject Response Time	23.17	1397	1
% Reject within 72 Hrs	100.00	1	1

July Platform

NEW YORK

NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through	59.40	28021	47172
UNE % Flow Through Simple	59.40	28021	47172
UNE % Flow Through Complex	0.00	0	0
UNE Completion Notification - Average Response Time	0.00	1512	47143
UNE Completion Notification - % On Time	100.00	47143	47143
UNE Submission per Order Ratio	1.06	52720	49827

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	0.39	1104045	28021
% Order Confirmation within 2 Hrs	96.67	27089	28021
Average Reject Response Time	3.10	612818	3227
% Reject within 2 Hrs	86.14	2780	3227

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	17.32	20137207	19148
% Orders Confirmed within 24 Hrs	84.88	16253	19148
Average Reject Response Time	22.28	3035979	2253
% Reject within 24 Hrs	75.36	1698	2253

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	18.06	3259	3
% Orders Confirmed within 72 Hrs	100.00	3	3
Average Reject Response Time	124.01	7441	1
% Reject within 72 Hrs	0.00	0	1

August Platform

NEW YORK

NEW YORK UNE

	Prod	Num	Denum
UNE % Flow Through	67.13	33780	50319
UNE % Flow Through Simple	67.13	33780	50319
UNE % Flow Through Complex	0.00	0	0
UNE Completion Notification - Average Response Time	0.00	1816	50237
UNE Completion Notification - % On Time	100.00	50237	50237
UNE Submission per Order Ratio	1.05	54601	52084

UNE POTS SERVICES:

Mechanized Orders:

Average Order Confirmation Response Time	0.11	385521	33780
% Order Confirmation within 2 Hrs	98.95	33428	33780
Average Reject Response Time	0.40	110737	2773
% Reject within 2 Hrs	93.43	2591	2773

Electronically Received Non-Mechanized Orders < 10 Lines

Average Order Confirmation Response Time	12.14	12135575	16535
% Orders Confirmed within 24 Hrs	94.16	15571	16535
Average Reject Response Time	13.05	1268555	1617
% Reject within 24 Hrs	92.02	1488	1617

Electronically Received Non-Mechanized Orders ≥ 10 Lines

Average Order Confirmation Response Time	24.59	5996	4
% Orders Confirmed within 72 Hrs	100.00	4	4
Average Reject Response Time	0.00	0	0
% Reject within 72 Hrs	0.00	0	0

NY Sep-99
Platform Ordering Metrics

NEW YORK	Prod	Num	Denum
UNE Platform			
UNE % Flow Through - TOTAL	71.02	36006	50697
UNE % Flow Through Simple	71.02	36006	50697
UNE % Flow Through Complex	0.00	0	0
UNE % Reject Total	18.55	9768	52649
UNE % Reject Simple	18.55	9768	52649
UNE % Reject Complex	0.00	0	0
UNE Completion Notification - Average Response Time	0.0000	2099	50414
UNE Completion Notification - % On Time	100.00	50414	50414
UNE Submission per Order Ratio	1.10	58145	52649
UNE POTS SERVICES:			
<i>Mechanized Orders:</i>			
Average Order Confirmation Response Time	1.47	3183367	36006
% Order Confirmation within 2 Hrs	94.64	34079	36006
Average Reject Response Time	1.07	429769	6680
% Reject within 2 Hrs	92.63	6188	6680
<i>Electronically Received Non-Mechanized Orders < 10 Lines</i>			
Average Order Confirmation Response Time	13.32	11743226	14686
% Orders Confirmed within 24 Hrs	94.27	13845	14686
Average Reject Response Time	11.74	2172356	3082
% Reject within 24 Hrs	94.93	2926	3082
<i>Electronically Received Non-Mechanized Orders ≥ 10 Lines</i>			
Average Order Confirmation Response Time	18.67	5602	5
% Orders Confirmed within 72 Hrs	100.00	5	5
Average Reject Response Time	9.07	3266	6
% Reject within 72 Hrs	100.00	6	6

EXHIBIT 5

Department of Justice Table of Bell Atlantic Electronically and Manually Processed Order Confirmation Times for June through August 1999

Electronically and Manually Processed Order Confirmation Times¹

Metric	June	July	August
NYPSC Metric OR-1-01 ² Average time to return flow-through UNE POTS order confirmations (LSRCs)	31 minutes	42 minutes	13 minutes
UNE-P only ³	27 minutes	39 minutes	11 minutes
UNE-L only ⁴	8 hours 49 minutes	1 hour 53 minutes	29 minutes

NYPSC Metric OR-1-03 ⁵ Average time to return manually processed LSRCs for UNE POTS orders of less than 10 lines	18 hours 40 minutes	19 hours 38 minutes	15 hours 23 minutes
UNE-P only ⁶	17 hours 50 minutes	17 hours 32 minutes	12 hours 14 minutes
UNE-L only ⁷	42 hours 29 minutes	30 hours 42 minutes	23 hours 3 minutes

NYPSC Metric OR-1-02 ⁸ Percentage of flow-through UNE POTS LSRCs returned within 2-hour standard	98.06%	96.64%	98.98%
UNE-P only ⁹	98.06%	96.67%	98.95%
UNE-L only ¹⁰	94.09%	95.66%	99.55%

NYPSC Metric OR-1-04 ¹¹ Percentage of manually processed UNE POTS LSRCs returned within 24-hour standard for orders of less than 10 lines	80.15%	80.70%	87.69%
UNE-P only ¹²	81.36%	84.88%	94.16%
UNE-L only ¹³	51.09%	58.70%	71.62%

Electronically and Manually Processed Rejection Notices

Metric	June	July	August
NYPSC Metric OR-2-01 ¹⁴ Average time to return flow-through UNE POTS rejection notices	1 hours 48 minutes	2 hours 25 minutes	36 minutes
UNE-P only ¹⁵	4 hours 57 minutes	3 hours 10 minutes	40 minutes
UNE-L only ¹⁶	5 minutes	10 minutes	10 minutes

NYPSC Metric OR-2-03 ¹⁷ Average time to return manually processed rejection notices for UNE POTS orders of less than 10 lines	31 hours 10 minutes	24 hours 30 minutes	17 hours 4 minutes
UNE-P only ¹⁸	14 hours 38 minutes	22 hours 28 minutes	13 hours 5 minutes
UNE-L only ¹⁹	34 hours 29 minutes	30 hours 44 minutes	23 hours 28 minutes

NYPSC Metric OR-2-02 ²⁰ Percentage of flow-through UNE POTS rejection notices returned within 2-hour standard	85.79%	87.30%	94.04%
UNE-P only ²¹	72.89%	86.14%	93.43%
UNE-L only ²²	98.88%	97.76%	98.25%

NYPSC Metric OR-2-04 ²³ Percentage of manually processed rejection notices returned within 24-hour standard for UNE POTS orders of less than 10 lines	71.32%	70.73%	82.90%
UNE-P only ²⁴	85.12%	75.36%	92.02%
UNE-L only ²⁵	50.60%	56.64%	67.50%

Endnotes

1. The data found in this Table are taken from the Dowell/Canny Declaration attached to Bell Atlantic's Brief at the pages noted below. The UNE-loop and UNE-platform data found in this Table are taken from the disaggregated reports supplied to the Department by Bell Atlantic and appended to this Evaluation as Exhibits 3 and 4.
2. Dowell/Canny Decl., Tab 3D at 78 (June), 90 (July), and 102 (August).
3. UNE-P Disaggregated Data at 2 (June), 3 (July), and 4 (August).
4. UNE-L Disaggregated Data at 2 (June), 3 (July), and 4 (August).
5. Dowell/Canny Decl., Tab 3D at 78 (June), 90 (July), and 102 (August).
6. UNE-P Disaggregated Data at 2 (June), 3 (July), and 4 (August).
7. UNE-L Disaggregated Data at 2 (June), 3 (July), and 4 (August).
8. Dowell/Canny Decl., Tab 3D at 78 (June), 90 (July), and 102 (August).
9. UNE-P Disaggregated Data at 2 (June), 3 (July), and 4 (August).
10. UNE-L Disaggregated Data at 2 (June), 3 (July), and 4 (August).
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23. Dowell/Canny Decl., Tab 3D at 78 (June), 90 (July), and 102 (August).
24. UNE-P Disaggregated Data at 2 (June), 3 (July), and 4 (August).
25. UNE-L Disaggregated Data at 2 (June), 3 (July), and 4 (August).

EXHIBIT 6

CLEC Aggregate Performance Data for September 1999

**Carrier to Carrier
Performance Standards and Reports
Interim Guidelines September 1999
Bell Atlantic - New York**

**CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING**

PRE-ORDERING		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.08	5.60	5.52	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.34	3.70	3.36	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	0.96	6.83	5.87	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.14	4.30	4.16	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	UD	3.10		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		1.14		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-2 - OSS Interface Availability						
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days	98.85			717.5
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days	UD			
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days	UD			
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	99.94			450.0
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	UD			
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	UD			
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	97.01			267.5
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		UD			
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		UD			
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage	<20 minutes	UD			
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%	UD			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness		UD			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			
Change Notification						
PO-4 - Timeliness of Change Management Notice						
PO-4-01	% Notices Sent on Time - Emergency Maint.	Notification before Implementation	58			12
PO-4-01	% Notices Sent on Time - Regulatory	If Period not set, default to Ind. Std. Time	N/A			
PO-4-01	% Notices Sent on Time - Industry Standard	>=66 days	N/A			
PO-4-01	% Notices Sent on Time - BA Orig.	>=66 days	N/A			
PO-4-01	% Notices Sent on Time - TC Orig.	>=66 days	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	8			2
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	165			3
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days	N/A			
continued						

continued

**Carrier to Carrier
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**CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING**

Change Confirmation		Standard	CLEC Perf	CLEC Obs		
Metric #	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Regulatory	If Period not set, default to Ind. Std. Time	N/A			
PO-4-01	% Notices Sent on Time - Ind. Std.	>=45 days	N/A			
PO-4-01	% Notices Sent on Time - BA Orig.	>=45 days	N/A			
PO-4-01	% Notices Sent on Time - TC Orig.	>=45 days	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	N/A			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	N/A			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days	N/A			
TROUBLE REPORTING (OSS)						
	MR-1 - Response Time OSS Maintenance Interface					
MR-1-01	Create Trouble	Parity plus < 4 Seconds	Actual Performance			
MR-1-02	Status Trouble	Parity plus < 4 Seconds	BA	CLEC	Difference	
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	6.51	18.20	11.69	15365
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	UD	16.58		8994
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	6.14	8.46	2.32	388
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	7.35	11.69	4.34	35
		Parity plus < 4 Seconds	UD	15.08		7802
		Parity plus < 4 Seconds	83.63	83.17	-0.46	30479
BILLING						
	BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	99.28			132459404
BI-1-02	% DUF in 4 Business Days		99.59			
BI-1-03	% DUF in 5 Business Days		99.69			
BI-1-04	% DUF in 8 Business Days		99.82			
	BI-2 - Timeliness of Carrier Bill					
BI-2-01	Timeliness of Carrier Bill	98% in 10 Business Days	98.71			699
	BI-3 - Billing Accuracy					
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	98.23	99.14		23451358
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	UD		
OPERATOR SERVICES & DATABASES						
	OD-1 - Operator Services - Speed of Answer					
OD-1-01	Average Speed of Answer - Operator Services - NY OSC	Process Parity	2.3			5664384
OD-1-01	Average Speed of Answer - Operator Services - MA OSC	Process Parity	3.7			14585
OD-1-02	Average Speed of Answer - Directory Assistance - NY OSC	Process Parity	3.5			22688613
OD-1-02	Average Speed of Answer - Directory Assistance - MA OSC	Process Parity	3.1			480996
Legend Notations defined on Legend sheet - last page						

**Carrier to Carrier
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**CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
RESALE POTS/ORDERING				
PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering - Ordering		38.00	
PO-3-02	% Answered within 30 Seconds - Ordering	90% within 30 Seconds	80.29	7721
PO-3-03	Average Speed of Answering - Repair		29.00	
PO-3-04	% Answered within 30 Seconds - Repair	90% within 30 Seconds	78.70	49568
PO-3 - Promotional Offers - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request (LSR) Confirmation (LSRC) Time (Flow Through)		1.53	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	99.82	10709
OR-1-03	Average LSRC Time < 10 Lines		13.36	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	85.47	9502
OR-1-05	Average LSRC Time >= 10 Lines		19.11	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	99.09	222
OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.12	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.92	1302
OR-2-03	Average LSR Reject Time < 10 Lines		13.74	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	90.80	1001
OR-2-05	Average LSR Reject Time >= 10 Lines		16.70	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	24
Complex Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	UD	
OR-1-04	% On Time LSRC < 10 Lines		UD	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	UD	
OR-1-06	% On Time LSRC >= 10 Lines		UD	
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	UD	
OR-2-04	% On Time LSR Reject < 10 Lines		UD	
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	UD	
OR-2-06	% On Time LSR Reject >= 10 Lines		UD	
PO-3 - Special Services - Aggregate				
OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard	23.50	30614
OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice - Average Response Time		0.00	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	100.00	21432
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed	51.60	20758
OR-5-02	% Flow Through - Single	No Standard Developed	52.29	20470
OR-5-03	% Flow Through - Achieved	99%	81.20	23313
OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders	95% Orders without Errors	58.80	429
OR-6-02	% Accuracy - Opportunities	95% Orders without Errors	90.60	6500
OR-6-03	% Accuracy - LSRC	95% Orders without Errors	96.30	54
Special Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines		19.81	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	94.85	218
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		30.38	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	3
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 48 Hours	23.13	28
OR-2-04	% On Time LSR Reject < 10 Lines		85.71	
OR-2-05	Average LSR Reject Time >= 10 Lines		9.95	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	6
Legend Notations defined on Legend sheet - last page				

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**CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES**

POTS - Provisioning - Total		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-04	Average Interval Offered - Dispatch (8-9 Lines)	Parity with BA Retail	3.79	6.15	614	33	4.34	0.78	-3.04
PR-1-05	Average Interval Offered - Dispatch (2-10 Lines)	Parity with BA Retail	5.01	8.23	631	22	5.66	1.23	-2.82
PR-2 - Average Completed Interval									
PR-2-04	Average Interval Completed - Dispatch (8-9 Lines)	Parity with BA Retail	4.19	7.70	476	23	7.61	1.62	-2.18
PR-2-05	Average Interval Completed - Dispatch (2-10 Lines)	Parity with BA Retail	5.47	9.75	492	16	10.14	2.58	-1.66
PR-3 - Completed within Specified Days									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	70.61	45.82	271215	3084		0.83	-29.94
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.40	77.82	271215	3084		0.62	-13.64
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.83	88.59	271215	3084		0.55	-2.26
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	25.21	5.95	43717	941		1.46	-13.20
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	42.88	17.75	43717	941		1.67	-15.05
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	50.72	37.51	43717	941		1.69	-7.83
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	90.18	87.50	314632	4025		0.47	-5.68
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.74	98.48	271215	3084		0.32	5.42
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	71.25	70.03	43717	941		1.52	-0.80
PR-3-10	% Completed in 5 Days (1-5 Lines - Total)	Parity with BA Retail	95.19	94.04	314632	4025		0.34	-3.40
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	4.76	6.42	16747	134	5.95	0.52	-3.22
PR-4-03	% Missed Appointment - Customer	None - Analysis Only	2.20	1.24					
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	12.14	7.94	106280	1625		0.82	5.12
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.79	0.03	486839	17662		0.07	11.38
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None - Analysis Only		UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.57	0.18	593099	19287		0.05	7.18
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.06	0.03	593099	19287		0.02	1.70
PR-5-03	% Orders Held for Facilities > 90 Days	Parity with BA Retail	0.00	0.00	593099	19287			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	5.74	1.75	518586	37760		0.12	33.04
PR-6-02	% Installation Troubles reported within 7 Days	Parity with BA Retail	3.15	0.74	518586	37760		0.09	26.66
PR-6-03	% Inst. Troubles reported w/in 30 Days - FQOT/K/CPE	None - Analysis Only	6.02	1.94	518586	37760		0.12	33.03
POTS - Business									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	1.08	1.69	27414	3044	2.15	0.04	-14.85
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with BA Retail	2.78	3.85	10930	629	2.35	0.10	-11.10
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	1.04	1.68	26703	2972	2.14	0.04	-15.47
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with BA Retail	3.52	4.63	9582	532	4.09	0.18	-6.09
POTS - Residence									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	0.93	1.76	409279	1685	1.67	0.05	-18.69
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with BA Retail	3.74	5.36	38572	473	3.15	0.15	-11.12
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	0.80	1.79	402596	1650	1.81	0.04	-20.00
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with BA Retail	4.35	5.63	34125	409	4.15	0.21	-6.20
POTS & Comm. Access									
PR-1 - Average Interval Offered									
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.03	3.64	136080	2293	6.93	0.15	-4.18
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail	2.17	3.80	1872	20	3.53	0.79	-2.05
PR-2 - Average Completed Interval									
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	3.00	3.69	135776	2288	6.88	0.15	-4.76
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail	2.23	3.80	1829	20	3.64	0.82	-1.92
Special Services									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	5.16	1.68	1180	28	3.96	0.76	4.59
PR-1-02	Average Interval Offered - Total Dispatch	Parity with BA Retail	3.01	6.67	358	3	3.08	1.79	-2.05
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	5.16	1.68	1068	25	4.02	0.81	4.28
PR-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail	3.83	6.67	364	3	4.60	2.67	-1.06
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	8.39	N/A	145		10.96		
PR-4-03	% Missed Appointment - Customer	None - Analysis Only	8.87	3.39					
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	7.22	0.00	1717	19		6.33	1.14
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	1.39	0.00	1506	40		1.94	0.72
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None - Analysis Only		UD					
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
continued									

continued

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CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Special Services - Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch	Party with BA Retail	5.09	2.30	1715	56	4.05	0.55	5.07		
PR-1-02	Average Interval Offered - Total Dispatch	Party with BA Retail	6.95	6.94	1581	31	6.44	1.17	0.02		
PR-1-06	Average Interval Offered - DSO	Party with BA Retail	5.64	4.50	384	6	6.01	2.47	0.46		
PR-1-07	Average Interval Offered - DS1	Party with BA Retail	6.87	6.75	1077	4	4.32	2.16	0.06		
PR-1-08	Average Interval Offered - DS3	Party with BA Retail	5.93	N/A	15		3.88				
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Party with BA Retail	4.37	4.00	380	9	3.31	1.12	0.33		
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Party with BA Retail	3.47	N/A	206		3.13				
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch	Party with BA Retail	4.95	2.13	1586	52	3.78	0.53	5.29		
PR-2-02	Average Interval Completed - Total Dispatch	Party with BA Retail	9.81	7.72	728	18	7.95	1.90	1.00		
PR-2-06	Average Interval Completed - DSO	Party with BA Retail	8.82	3.40	332	5	11.78	5.31	0.66		
PR-2-07	Average Interval Completed - DS1	Party with BA Retail	7.02	8.50	877	2	8.93	8.32	0.08		
PR-2-08	Average Interval Completed - DS3	Party with BA Retail	9.58	N/A	12		10.39				
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Party with BA Retail	4.58	4.00	379	9	4.13	1.39	0.42		
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Party with BA Retail	3.52	N/A	206		3.15				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment - Bell Atlantic - Total	Party with BA Retail	18.58	0.80	4854	249		2.78	6.40		
PR-4-02	Average Delay Days - Total	Party with BA Retail	18.49	15.50	196	2	27.62	19.63	0.05		
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	12.83	10.44							
PR-4-08	% Missed App. - Customer - Due to Late Order Conf	None: Analysis Only		UD							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Party with BA Retail	3.91	0.40	4854	249		1.31	2.89		
PR-5-02	% Orders Held for Facilities > 15 Days	Party with BA Retail	0.06	0.40	5200	249		0.16	-2.17		
PR-5-03	% Orders Held for Facilities > 60 Days	Party with BA Retail	0.06	0.00	5200	249		0.16	0.36		
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Party with BA Retail	4.29	3.35	5334	657		0.87	1.09		
PR-6-03	% Inst. Troubles reported w/in 30 Days - FOL/TOK/CPE	None: Analysis Only	2.32	1.37	5334	657		0.83	1.51		
Legend Notations defined on Legend sheet - last page											

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**CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES**

Part 1: Core - Maintenance			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.88	1.01	10927807	373129		0.02	39.17
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.15	0.15	10927807	373129		0.01	-0.63
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	22.65	10.57					
MR-2-05	% CPE/IOK/OK Trouble Report Rate	None: Analysis Only	2.06	1.08	10927807	373129		0.02	42.01
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	11.23	10.03	205236	3757		0.52	2.31
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.50	5.39	15885	557		1.08	1.03
MR-3-03	% CPE/IOK/OK Missed Appointment	None: Analysis Only	3.35	3.86	225357	4045		0.28	-1.79
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	26.02	23.42	221121	4314	29.87	0.46	5.66
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	27.12	25.08	205236	3757	30.20	0.50	4.09
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.80	12.18	15885	557	20.48	0.88	-0.43
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	65.20	68.10	221121	4314		0.74	3.94
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	85.30	83.53	179896	3381		0.62	2.87
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	66.00	62.17	179896	3381		0.83	4.63
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	30.71	29.96	179896	3381		0.81	0.93
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.58	21.23	221121	4314		0.66	5.05
Part 2: Special Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.89	3.35	400188	1464		0.25	-9.99
MR-2-05	% CPE/IOK/OK Trouble Report Rate	None: Analysis Only	1.17	4.64	400188	1464		0.28	-12.31
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	9.97	10.18	3567	49	16.72	2.40	-0.09
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	92.35	93.88	3567	49		4.00	0.38
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	65.99	91.84	3464	49		7.42	-3.49
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	7.51	6.12	3464	49		3.97	0.35
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	23.66	32.65	3567	49		6.58	-1.37
Legend Notations defined on Legend sheet - last page									

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering				
Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering - Ordering		26.00	
PO-3-02	% Answered within 30 Seconds - Ordering	80% within 30 Seconds	84.45	4598
PO-3-03	Average Speed of Answering - Repair		29.00	
PO-3-04	% Answered within 30 Seconds - Repair	80% within 30 Seconds	76.70	49666
POTS Pre-qualified Complex - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		1.45	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	94.84	37593
OR-1-03	Average LSRC Time < 10 Lines		14.24	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	92.25	21022
OR-1-05	Average LSRC Time >= 10 Lines		31.44	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	89.74	117
OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		1.01	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	92.98	7188
OR-2-03	Average LSR Reject Time < 10 Lines		12.87	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	91.23	3798
OR-2-05	Average LSR Reject Time >= 10 Lines		38.11	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	92.53	67
Complex Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines		UD	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines		UD	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	
POTS / Special Services - Aggregate				
OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard	32.14	96706
OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice - Average Response Time		0.00	
OR-4-02	Completion Notice - % On Time	95% by noon next bus. day	100.00	58824
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed	62.81	59843
OR-5-02	% Flow Through - Simple	No Standard Developed	64.00	58732
OR-5-03	% Flow Through Achieved	98%	69.65	59636
OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders	95% orders without errors	41.52	843
OR-6-02	% Accuracy - Opportunities	95% orders without errors	90.58	11800
OR-6-03	% Accuracy - LSRC	95% orders without errors	95.08	651

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines	33.21	
OR-1-03	Average ASRC Time < 10 Lines DS0	UD	
OR-1-03	Average ASRC Time < 10 Lines DS1	UD	
OR-1-03	Average ASRC Time < 10 Lines DS3	UD	
OR-1-04	% On Time LSRC < 10 Lines	77.08	96
OR-1-04	% On Time ASRC < 10 Lines DS0	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	UD	
OR-1-05	Average LSRC Time >= 10 Lines	24.74	
OR-1-05	Average ASRC Time >= 10 Lines DS0	UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1	UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3	UD	
OR-1-06	% On Time LSRC >= 10 Lines	100.00	9
OR-1-06	% On Time ASRC >= 10 Lines DS0	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	UD	
OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines	35.56	
OR-2-04	% On Time LSR Reject < 10 Lines	75.00	16
OR-2-05	Average LSR Reject Time >= 10 Lines	N/A	
OR-2-06	% On Time LSR Reject >= 10 Lines	N/A	

Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness			
OR-1-07	Average LSRC Time < 10 Lines	22.87	
OR-1-07	Average ASRC Time < 10 Lines DS0	UD	
OR-1-07	Average ASRC Time < 10 Lines DS1	UD	
OR-1-07	Average LSRC Time < 10 Lines (Fax)	UD	
OR-1-08	% On Time LSRC < 10 Lines	98.40	125
OR-1-08	% On Time ASRC < 10 Lines DS0	UD	
OR-1-08	% On Time ASRC < 10 Lines DS1	UD	
OR-1-08	% On Time LSRC < 10 Lines (Fax)	UD	
OR-1-09	Average LSRC Time >= 10 Lines	N/A	
OR-1-09	Average ASRC Time >= 10 Lines DS0	UD	
OR-1-09	Average ASRC Time >= 10 Lines DS1	UD	
OR-1-09	Average LSRC Time >= 10 Lines (Fax)	UD	
OR-1-10	% On Time LSRC >= 10 Lines	N/A	
OR-1-10	% On Time ASRC >= 10 Lines DS0	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS1	UD	
OR-1-10	% On Time LSRC >= 10 Lines (Fax)	UD	
OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines	33.75	
OR-2-08	% On Time LSR Reject < 10 Lines	97.47	79
OR-2-09	Average LSR Reject Time >= 10 Lines	N/A	
OR-2-10	% On Time LSR Reject >= 10 Lines	N/A	

Legend Notations defined on Legend sheet - last page

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**CLEC Aggregate Performance
PROVISIONING - UNE POTs / SPECIAL SERVICES**

PROTs - PROVISIONING		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		7.57		1023					
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Party with BA Retail	1.08	N/A	27414		2.15				
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Party with BA Retail	1.08	1.76	27414	4340	2.15	0.04		-19.36	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Party with BA Retail	2.78	5.12	10830	217	2.35	0.16		-14.52	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Party with BA Retail	2.78	2.91	10830	4738	2.35	0.04		-3.18	
PR-1-04	Av. Interval Offered - Dispatch (6-8 Lines) - Loop	Party with BA Retail	3.79	5.11	814	9	4.34	1.46		-0.91	
PR-1-04	Av. Interval Offered - Dispatch (6-8 Lines) - Platform	Party with BA Retail	3.79	3.75	814	12	4.34	1.27		0.03	
PR-1-05	Av. Interval Offered - Dispatch (9-10 Lines) - Loop	Party with BA Retail	5.01	5.05	831	20	5.86	1.29		-0.03	
PR-1-05	Av. Interval Offered - Dispatch (9-10 Lines) - Platform	Party with BA Retail	5.01	3.43	831	7	5.86	2.15		0.73	
PR-2 - Average Completed Interval											
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		7.34		692					
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Party with BA Retail	1.04	N/A	26703		2.14				
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Party with BA Retail	1.04	1.75	26703	4244	2.14	0.04		-20.08	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Party with BA Retail	3.52	5.88	9592	155	4.09	0.33		-7.13	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Party with BA Retail	3.52	2.91	9592	4583	4.09	0.07		8.31	
PR-2-04	Av. Completed Interval - Dispatch (6-8 Lines) - Loop	Party with BA Retail	4.19	4.57	478	7	7.61	2.90		-0.13	
PR-2-04	Av. Completed Interval - Dispatch (6-8 Lines) - Platform	Party with BA Retail	4.19	4.08	478	12	7.61	2.22		0.05	
PR-2-05	Av. Completed Interval - Dispatch (9-10 Lines) - Loop	Party with BA Retail	5.47	1.81	492	19	10.14	2.58		1.42	
PR-2-05	Av. Completed Interval - Dispatch (9-10 Lines) - Platform	Party with BA Retail	5.47	3.43	492	7	10.14	3.86		0.53	
PR-3 - Completed within X Days - Platform & Other (Switch & INP)											
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Party with BA Retail	70.81	52.50	271215	3745		0.75		-24.08	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Party with BA Retail	88.40	65.79	271215	3745		0.56		-36.51	
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Party with BA Retail	89.83	85.68	271215	3745		0.50		-8.39	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Party with BA Retail	25.21	32.53	43717	4584		0.68		10.69	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Party with BA Retail	42.88	48.08	43717	4584		0.79		6.61	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Party with BA Retail	50.72	66.54	43717	4584		0.80		19.88	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Party with BA Retail	90.18	82.54	314932	8329		0.33		-23.23	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Party with BA Retail	96.74	95.33	271215	3745		0.29		-4.84	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Party with BA Retail	71.25	87.81	43717	4584		0.72		23.15	
PR-3-10	% Completed in 5 Days (1-5 Lines - Total)	Party with BA Retail	95.19	93.22	314932	8329		0.24		-8.35	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Party with BA Retail	4.78	6.68	16747	109	5.95	0.57		-3.32	
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	2.20	1.82							
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Party with BA Retail	12.14	0.41	106260	980		1.05		11.14	
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Party with BA Retail	12.14	0.29	106260	31195		0.19		60.79	
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Party with BA Retail	12.14	0.12	106260	843					
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Party with BA Retail	0.79	0.00	486839	1021		0.28		2.85	
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Party with BA Retail	0.79	N/A	486839						
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Party with BA Retail	0.79	0.06	486839	21453		0.06		12.05	
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window		84.00		2500					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		UD							
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		UD							
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	None: Analysis Only		UD							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - BA - Facilities	Party with BA Retail	0.57	0.04	593099	55150		0.03		16.48	
PR-5-02	% Orders Held for Facilities > 15 Days	Party with BA Retail	0.08	0.00	593099	55150		0.01		5.75	
PR-5-03	% Orders Held for Facilities > 60 Days	Party with BA Retail	0.00	0.00	593099	55150					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Party with BA Retail for Found Troubles	5.74	2.85	518588	6872		0.28		10.97	
PR-6-01	% Installation Troubles reported within 30 Days - Other	Party with BA Retail for Found Troubles	5.74	1.39	518588	52312		0.10		42.35	
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.51		4302					
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Party with BA Retail for Found Troubles	3.15	1.06	518588	6872		0.21		9.89	
PR-6-02	% Installation Troubles reported within 7 Days - Other	Party with BA Retail for Found Troubles	3.15	0.53	518588	52312		0.08		34.02	
PR-6-03	% Installation Troubles reported within 30 Days - FCK/TKK/CPE - Loop	None: Analysis Only	6.02	4.84	518588	6872		0.29		4.77	
PR-6-03	% Installation Troubles reported within 30 Days - FCK/TKK/CPE - Other	None: Analysis Only	6.02	1.79	518588	52312		0.11		40.27	
PROTs & Complex Aggregate											
PR-1 - Average Interval Offered											
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Party with BA Retail	3.03	5.82	136080	1953	8.93	0.16		-16.40	
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Party with BA Retail	2.17	3.20	1872	2289	3.53	0.11		-9.35	
PR-2 - Average Completed Interval											
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Party with BA Retail	3.00	5.63	135776	1947	8.88	0.16		-16.75	
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Party with BA Retail	2.23	3.20	1829	2285	3.64	0.11		-8.48	
continued											

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Continuing Services		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
Metric #		BA	CLBC Aggregate	BA	All CLBCs				
PR-1 - Average Interval Offered		Standard							
PR-1-01	Av. Interval Offered - Total No Dispatch	Party with BA Retail	5.18	3.38	1190	36	3.98	0.67	2.69
PR-1-02	Av. Interval Offered - Total Dispatch	Party with BA Retail	3.01	6.07	358	713	3.08	0.20	-15.34
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Party with BA Retail	5.18	3.52	1098	33	4.02	0.71	2.31
PR-2-02	Av. Interval Completed - Total Dispatch	Party with BA Retail	3.83	7.73	384	863	4.80	0.30	-13.00
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Party with BA Retail	8.39	25.00	145	5	10.98	4.99	-3.33
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	8.87	7.82					
PR-4-04	% Missed Appointment - BA - Dispatch	Party with BA Retail	7.22	0.62	1717	809		1.30	5.08
PR-4-05	% Missed Appointment - BA - No Dispatch	Party with BA Retail	1.39	0.00	1508	73		1.46	0.95
PR-4-08	% Missed Appl. - Customer - Late Order Conf.	None: Analysis Only		UD					
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles Reported within 30 Days	Party with BA Retail	5.74	8.33	518586	816		0.82	-3.19
Special Services - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch	Party with BA Retail	5.09	5.00	1715	3	4.05	2.34	0.04
PR-1-02	Av. Interval Offered - Total Dispatch	Party with BA Retail	6.86	11.72	1581	18	6.44	1.53	-3.12
PR-1-06	Av. Interval Offered - DS0	Party with BA Retail	5.84	N/A	384		6.01		
PR-1-07	Av. Interval Offered - DS1	Party with BA Retail	6.87	10.78	1077	21	4.32	0.95	-4.09
PR-1-08	Av. Interval Offered - DS3	Party with BA Retail	5.93	N/A	15		3.88		
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		15.59		64			
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Party with BA Retail	4.37	N/A	380		3.31		
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Party with BA Retail	3.47	N/A	206		3.13		
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Party with BA Retail	4.95	5.00	1588	2	3.78	2.67	-0.02
PR-2-02	Av. Interval Completed - Total Dispatch	Party with BA Retail	9.81	N/A	728		7.95		
PR-2-06	Av. Interval Completed - DS0	Party with BA Retail	6.82	N/A	332		11.78		
PR-2-07	Av. Interval Completed - DS1	Party with BA Retail	7.02	14.75	877	12	8.93	2.60	-2.98
PR-2-08	Av. Interval Completed - DS3	Party with BA Retail	9.58	N/A	12		10.39		
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - IOF	IOF Legend		29.33		46			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Party with BA Retail	4.58	N/A	379		4.13		
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Party with BA Retail	3.52	N/A	206		3.15		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment - BA - Total	Party with BA Retail	18.58	4.00	4854	25		8.09	1.80
PR-4-01	% Missed Appointment - BA - Total - EEL	Party with BA Retail	18.58	UD	4854				
PR-4-01	% Missed Appointment - BA - Total - IOF	Party with BA Retail	18.58	18.75	4854	80		4.66	-0.04
PR-4-02	Average Delay Days - Total	Party with BA Retail	18.49	36.00	196	1	27.82	27.69	-0.70
PR-4-02	Average Delay Days - Total - EEL	Party with BA Retail	18.49	UD	196		27.82		
PR-4-02	Average Delay Days - Total - IOF	Party with BA Retail	18.49	25.07	196	15	27.82	7.40	-1.16
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	12.83	48.00					
PR-4-03	% Missed Appointment - Customer - EEL	None: Analysis Only	12.83	UD					
PR-4-08	% Missed Appl. - Customer - Late Order Conf.	None: Analysis Only		UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - BA - Facilities	Party with BA Retail	3.91	0.00	4854	25		3.95	0.99
PR-5-02	% Orders Held for Facilities > 15 Days	Party with BA Retail	0.06	0.00	5200	25		0.49	0.12
PR-5-03	% Orders Held for Facilities > 60 Days	Party with BA Retail	0.06	0.00	5200	25		0.49	0.12
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Party with BA R1 for Found Troubles	4.29	0.00	5334	22		4.40	0.98
PR-6-03	% Inst. Troubles reported w/in 35 Days - FOKTOKCPE	None: Analysis Only	2.32	0.00	5334	22		3.26	0.71
PR-7 - Jeopardy Reports									
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					
*Legend Notations defined on Legend sheet - last page									

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

NOTE: Maintenance		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
Metric #		BA	CLEC Aggregate	BA	All CLECs				
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.88	1.14	10927807	278124		0.03	28.79
MR-2-02	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	1.88	UD	10927807			0.03	
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.15	0.15	10927807	278124		0.01	-1.27
MR-2-04	% Subsequent Reports	I/C/W MRAs	22.65	23.22					
MR-2-05	% CPE/TOW/FOK Trouble Report Rate	None: Analysis Only	2.08	1.68	10927807	278124		0.03	14.28
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	11.23	12.27	205236	3181		0.57	-1.84
MR-3-01	% Missed Repair Appointment - Loop - Platform	Parity with BA Retail	11.23	UD	205236				
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.50	6.28	15885	430		1.23	0.18
MR-3-03	% CPE/TOW/FOK Missed Appointment - Loop	None: Analysis Only	3.35	20.53	225357	1797		0.43	-40.34
MR-3-03	% CPE/TOW/FOK Missed Appointment - Platform	None: Analysis Only	3.35	UD	225357				
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	26.02	25.32	221121	3581	29.87	0.50	1.39
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	27.12	27.15	205236	3181	30.20	0.54	-0.06
MR-4-02	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	27.12	UD	205236		30.20		
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.80	11.82	15885	430	20.48	1.00	-0.02
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	85.20	86.73	221121	3581		0.81	4.38
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	85.30	86.26	179898	2283		0.75	-1.28
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	86.00	73.49	179898	2283		1.01	-7.43
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	30.71	28.25	179898	2283		0.98	1.48
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.58	20.41	221121	3581		0.73	5.74
NOTE: Complex - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOW/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	UD	48.77		203			
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	UD	23.26		43			
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	48.12		246			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	54.98		203			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	15.68		43			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	75.00		52			
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	30.48		246			
Special Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.89	0.00	400188	1314		0.26	3.43
MR-2-05	% CPE/TOW/FOK Trouble Report Rate	None: Analysis Only	1.17	0.08	400188	1314		0.30	3.69
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	9.97	N/A	3567		18.72		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	82.35	N/A	3567				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	85.89	N/A	3464				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	7.51	N/A	3464				
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	23.66	N/A	3567				
Legend Notations defined on Legend sheet - last page									

**Carrier to Carrier
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**CLEC Aggregate Performance
TRUNKS**

OFFERING		Aggregate Interconnection						
Metric #	Standard	Actual Performance	Number of Observations					
OR-1-11	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days	Avg. FOC Time - (<= 182 Forecasted Trunks)	3.00					
OR-1-11		Avg. FOC Time - (> 182 and Unforecasted Trunks)	8.00					
OR-1-12		% On Time FOC - (<= 182 Forecasted Trunks)	100.00					
OR-1-12		% On Time FOC - (> 182 and Unforecasted Trunks)	100.00					
OR-1-13		% On Time Design Layout Received (DLR)	100.00					
OR-2 - Reject Timeliness								
OR-2-11	Average Trunk ASR Reject Time	N/A						
OR-2-12	% On Time Trunk ASR Reject	N/A						
PROVISIONING		Actual Performance	Number of Observations					
		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-09	PR-1 - Average Interval Offered	23.43	12.00	14	1	8.79	8.09	1.26
PR-1-09	Avg. Interval Offered - Total (<= 182 Forecasted Trunks)	23.43	106.00	14	1	8.79	9.10	-9.08
PR-1-09	Avg. Interval Offered - Total (> 182 & Unforecasted Trunks)							
PR-2-09	PR-2 - Average Interval Completed	23.21	12.00	14	1	8.20	8.49	1.32
PR-2-09	Average Interval Completed - Total							
PR-4-01	PR-4 - Missed Appointment	1.59	1.71	7539	5873		0.19	-0.84
PR-4-01	% Missed Appointment - Bell Atlantic - Total	8.75	2.00	4	2	6.45	5.58	1.21
PR-4-02	Average Delay Days - Total	83.85	55.31					
PR-4-03	% Missed Appointment - Customer	99.78			2723			
PR-4-07	% On Time Performance - LNP Only							
PR-5-01	PR-5 - Facility Missed Orders	0.64	0.00	7539	5873		0.11	5.60
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	UD	UD					
PR-5-02	% Orders Held for Facilities > 15 Days	UD	UD					
PR-5-03	% Orders Held for Facilities > 60 Days							
PR-6-01	PR-6 - Installation Quality	0.01	0.05	7539	5873		0.01	-2.98
PR-6-03	% Installation Troubles reported within 30 Days	UD	UD					
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE							
TROUBLE REPORTING								
MR-2-01	MR-2 - Trouble Report Rate	0.00	0.01	409796	347274			
MR-2-01	Network Trouble Report Rate							
MR-4-01	MR-4 - Trouble Duration Intervals	2.73	2.82	20	39	2.07	0.57	0.20
MR-4-01	Mean Time To Repair - Total	100.00	100.00	20	39			
MR-4-04	% Cleared (all troubles) within 24 Hours	45.00	48.72	20	39		131.72	-0.03
MR-4-05	% Out of Service < 2 Hours	25.00	15.38	20	39		100.68	0.10
MR-4-06	% Out of Service < 4 Hours	0.00	2.56	20	39			
MR-4-07	% Out of Service < 12 Hours	0.00	0.00	20	39			
MR-4-08	% Out of Service > 24 Hours							
MR-5-01	MR-5 - Repeat Trouble Report Rates	25.00	15.38	20	39		100.68	0.10
MR-5-01	% Repeat Reports within 30 Days							
NETWORK PERFORMANCE								
NP-1-01	NP-1 - Percent Final Trunk Group Blockage	5.12	2.82	391	177		2.90	0.79
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	5.12	6.78	391	177		2.90	-0.57
NP-1-02	% FTG Exceeding Blocking Std. - (No Exceptions)		NONE		177			
NP-1-03	Number FTG Exceeding Blocking Std. - 3 Months		NONE		177			
NP-1-04	Number FTG Exceeding Blocking Std. - 3 Months							
NP-2-01	NP-2 - Collocation Performance	99		79				
NP-2-01	% On Time Response to Request for Physical Collocation	100		7				
NP-2-02	% On Time Response to Request for Virtual Collocation	76						
NP-2-03	Average Interval - Physical Collocation	105						
NP-2-04	Average Interval - Virtual Collocation	97		130				
NP-2-05	% On Time - Physical Collocation	100		1				
NP-2-06	% On Time - Virtual Collocation	33.5		4				
NP-2-07	Average Delay Days - Physical Collocation	N/A						
NP-2-08	Average Delay Days - Virtual Collocation							
Legend Notations defined on Legend sheet - last page								

**Carrier to Carrier
Performance Standards and Reports
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Bell Atlantic - New York**

LEGEND

UD = Performance metric is under development
N/A = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within
Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities